

Patient Participation Group

FEEDBACK AND OVERVIEW OF THIS YEARS ACTION PLAN

- PPG Meeting: Thursday 13th February 2014 at 5pm

Welcome to a new member of the Patient Participation Group.

Current issues discussed

The group discussed the minutes from the last meeting, with an overview of how we came to the decision for this year's action plan. We also discussed the progress of the three action plans identified.

- **Prominent advertising**
- **TV screen for waiting room**
- **Signage in multiple languages directing patients to ground floor and first floor waiting areas.**

Progress of this year's action plan

The practice continues to fully utilise the space available for promoting health campaigns and raising general patient awareness of services available. There are numerous areas in the health centre specifically for this purpose, which include, notice boards, poster display frames, freestanding frames, clinical rooms, and newsletters which are placed throughout the practice. The practice also 'posts' information on its 'Facebook' page, and practice website, and sends regular newsletters to those patients who have provided an email address. These alternative methods of communication are particularly useful for patients who do not regularly attend the surgery. As access to online services develop and evolve these alternative methods will become ever more important in communicating with the practice patients.

The new signage is in the process of being completed. It was not possible to provide directional signage in all languages represented by patients registered; therefore the signage will be in English only. This will be very clear and directional where appropriate.

Installation of 2 TV screens for promotion of health campaigns, general health advice and tips and general information about the practice is expected to be installed on 18th March 2014.

We are pleased to announce that by the end of this financial year we will have successfully achieved the actions agreed in the summer by the group. Thank you to those patients that have supported the PPG and who helped us in agreeing the list for 2013/14. It is hoped that the changes implemented will be of positive benefit to all our patients.

Access to records online

There was a demonstration of the interface for online patient records access, which included how to book an appointment, repeat prescription requests, update of contact details and how to view your medical record.

The patients who attended the PPG meeting were asked if they would be interested in testing the system for the practice, this would give the patient access to their own medical record online. All of those group members present were keen to take part and were provided with information in preparation to access this service.

A group member raised a concern that she only had access to a public computer located at her local library, and was not entirely sure she would want to view her medical records in a public area. The practice will consider the possibility of positioning a patient computer within the health centre for those patients who do not have access to a personal computer.

Access to a patient's own medical record will be at the doctor's discretion and the patient's usual doctor will determine how much access is appropriate. Access can be denied to part of the record if in the doctor's opinion; disclosure would result in harm to the physical or mental health of the patient.

It is perceived that the benefits to patients accessing their records include, feeling involved in looking after their health. To review previous consultations with healthcare professional, view test results, immunisation history, and check accuracy of the record.

Overview of 3 different elements to sharing records

We aimed during this meeting to give patients more insight into the different aspects of data sharing and what this would mean to the patient and care givers. The information was interesting and certainly enabled those present to believe that they were better placed to make a decision in regards to whether to consent to their data being shared or not.

Summary Care Record

Also known as, the emergency care record. This allows healthcare service providers to see information on any allergies, serious drug reactions and current medication that a patient is prescribed. Each time this information is accessed the healthcare professional will ask the permission of the patient. If the patient is unconscious and it has been necessary to access this information the healthcare provider will record reasons for doing so. Patients can 'opt out' by completing an 'opt out' form.

NHS Care Data Programme

Uploading of patient data was due to start in April 2014, however this has now been delayed for a further 6 months. NHS England needs to allow enough time for the general public to make an informed choice about sharing their data. Data collection will be held on a central database and will be used by researchers and other approved organizations to help improve health and disease in England, and in the future potentially improve clinical research. Patients can 'opt out' but must inform their GP practice.

Enhanced Data Sharing Model

Is a proprietary sharing model within **SystemOne** clinical system that allows sharing of large sections of the full record with healthcare providers sharing the care of a patient? A patient may be receiving care from; a GP practice, Child Health & Health Visitors. The patient would be asked at each organisation if they're happy to share data out to the other organisations and if they're happy to have that organisation view information from elsewhere (share data in). You can choose either to share or not to share this data.

Treatment being withhold for older patients

A PPG member raised concerns that he had heard medication and care could be denied to people over a certain age. His concerns were for a friend rather than himself. A recent article in a national newspaper supported what he believed to be happening. He was encouraged to advise his friend to discuss his concerns with his healthcare provider.

Prime Ministers Challenge Fund

Orchard Medical Practice along with 4 other local practices has registered their interest in taking part in the challenge fund. More information will follow if the group is successful in securing the bid.

How else can we inform patients of the Patient Participation Group?

The practice currently, emails, phones, displays posters, posts information on Facebook and the practice website of upcoming PPG dates. The days and times have been changed on numerous occasions to try to accommodate as many people as possible. With this in mind we will start the meeting earlier next time to try to encourage more members to attend.

The date of the next meeting will be announced via the various methods above once a time and date has been agreed. We really do hope that more patients are able to attend the meeting, the next meeting will be important as we need you to help us set the agenda and agree the priorities for the 2014/15 agenda.